nbi

Testimonial from the previous course:

- This type of program should be provided not only to the customer care staff but also to all department staff.
- Overall it was extraordinary. CRM is all about helping us to solve problems relating to customer activities and its management. Such training is very essential as we are all have played the role of a customer at some point of time.
- The workshop was delightful and I would like to recommend this workshop to all my colleagues.
- First of all training given by Ms. Euden Koirala added a lot more knowledge to our experience. It was my pleasure attending such an innovative program by same kind of highly knowledgeable and experienced personnel.
- I personally felt very lucky to be part of such a fantastic program.

NATIONAL BANKING INSTITUTE LTD.

Course Outlines

Program takeaways	• Develop a better understanding of the importance of serving Customers. • **Identify the gaps in providing better service and meeting the customer's** expectations. • Learn to effectively handle communication between the customer, thus improving the standard of service delivery. • Plan for better Customer Loyalty. • Understand the importance of team work in serving and maintaining. better relations with customers.
Contents	• Understand your customers & their expectations. • Effective First Impression – The Moment of Truth. • The Power of Communication. • Perception. • Handling complaints. • Customer Retention. • Telephone as a powerful communication tool. • Handling the frustrated customer. • Team building.
Program Delivery	• PPT, Lecture, Role Play, Case Study.
Details of Facilitator	*Ms. Euden Koirala* *Work experience:* • Currently worked in Water Aid UK as People and Organizational Development Manager. • Centralized Operating Units as Head Operations and Service Excellence at Laxmi Bank for 12 years. • Additionally worked in various departments of Standard Chartered Bank for 9.5 years. *Added qualifications:* • Certified NLP Practitioner from ANLP India. • Diploma in Quality Control Management from Yokohama, Japan. • Diploma in Marketing of Services from Maastricht School of Management, Netherlands. • Certified High Impact Train the Trainer from SMR Group, Malaysia.

NATIONAL BANKING INSTITUTE LTD.

Program Itinerary

Time & Session	Details
Session I 9:30am to 11:00am	- Ice Breaker. - Understanding your customers. - Understanding their expectations. - Challenges faced by customer service providers.
11:00am to 11:15am	Tea/ Coffee
Session II 11:15 am to 12:45 pm	- Factors contributing to providing better customer service. - Activity – importance of Teamwork. - Briefing for role play.
12:45 pm to 1:30 pm	Lunch Break
Session III 1:30pm to 3: 00 pm	- More factors contributing to better customer service. - Activity - Communication. - Role play – recap.
3:00pm to 3:15pm	Tea Break
Session IV 3:15pm to 4:45pm	- Case study - recap. - Recap discussions. - Service Oath- activity.

Facilitator: Ms. Euden Koirala
Venue: NBI Hall, Kathmandu
Date: 18th February 2017
Target Group: CSD, Operational Department
Time: 9:30 AM to 5:00 PM